



Professional Services
3CX Pre-configuration and
Installation

LEADER

Introduction

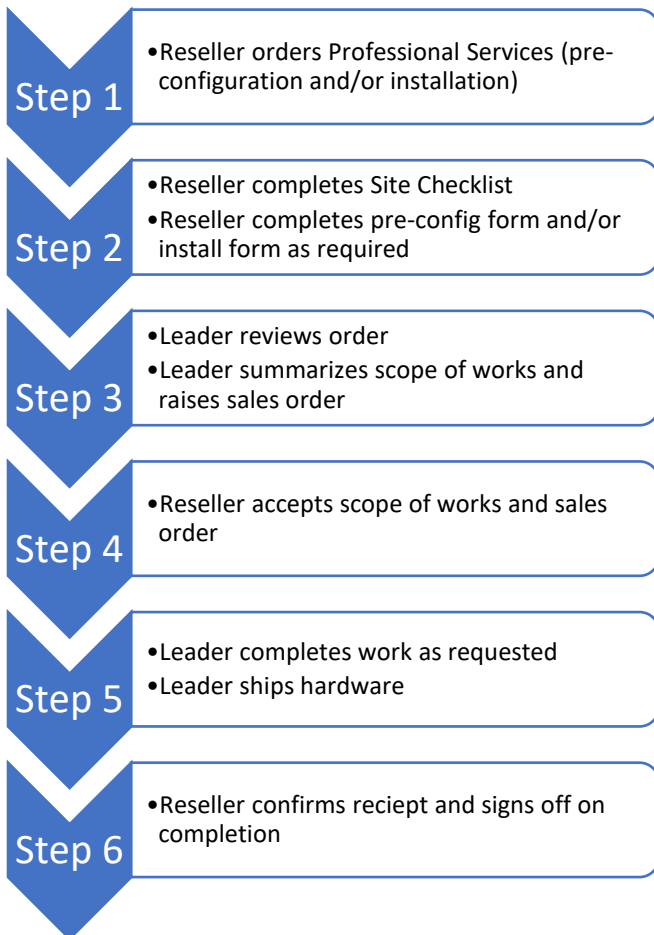
Leader offer a 3CX Pre-configuration service for our resellers. Just let us know your customer's requirements and let our team do the configuration for you!

Leader's VoIP team at Breeze Connect have 3CX Advanced Certified professionals who can install and/or configure your 3CX PBX, Yealink, Grandstream and Fanvil VoIP hardware prior to shipping.



How it works

Our pre-configuration and installation is done in consultation with you. As part of the initial order we will require you to complete a checklist as well as some forms with the details we require.



Standard rates for Professional Services

3CX pre-configuration service

Pre-config is offered for a flat fee based on the number of phones or devices (such as Gateways/ATAs, SIP speakers, door phones).

Plan	Basic	Business	Corporate
# Phones	1-10 devices	11-30 devices	31-100 devices
Cost ex GST	\$500	\$750	\$1200
RRP Inc GST	\$799	\$1299	\$1999

Part #'s available on Leader web

IP-PCONFIG-BASIC, *BUSINESS, *CORPORATE

3CX installation service

We recommend making use of the 3CX Customer Portal which can automate the installation of your 3CX instance in the cloud.

Leader can perform the installation of the 3CX instance (or a 3CX SBC if required) for flat fee. Installation may be in the cloud or on a new machine (must be new device ordered from Leader on same order).

Item	Cost
3CX Installation	\$250
3CX SBC Installation	\$250

Out of scope / additional work

Any out of scope works such as ongoing maintenance, management or end-user training is handled by one of our 3rd party providers – Clearview IT who offers VoIP training & after-sales support at a billed hourly rate. Contact Mark directly for this service

Mark Martin – Clearview IT - 0412 345 672

Item	Cost
Out of scope work - per hour	\$125 inc GST

Information about this service

3CX pre-configuration service

Once you request a 3CX pre-configuration we will send you a site checklist and 3CX configuration sheet which must be completed before we can commence the work.

Prerequisites

Requirements for the new site include (but may not be limited to):

- A suitable internet connection
- Firewall configuration
- Networking/Switching/Cabling
- Active 3CX instance

What is included?

Leader will configure 3CX as per the configuration sheet provided when ordering this service.

Configuration includes:

- Extension setup
- IP Phone provisioning
- Setup of BLF keys
- Call parking and paging
- Call distribution
 - Ring groups
 - Auto-Attendants/IVRs
 - Call queues
 - Call routing/inbound rules
 - Direct indials
- SIP trunk config (supported providers only)
- Business hours / after hour settings
- Public holidays
- Call recording/barge in
- Backup settings
- Update settings

What is not included?

There are some things which are not included in the pre-configuration service. These include (but are not limited to):

- 3CX installation (please see 3CX installation service for options)
- Recording of voice prompts
- End-user training
- Setup of softphone or mobile apps
- Firewall configuration
- On-site setup and installation

3CX installation service

Once you request a 3CX installation we will send you a checklist and 3CX installation sheet which must be completed before we can commence the work.

Prerequisites

Requirements for the new install include (but are not limited to):

- Account with supported cloud provider OR new PC for 3CX installation
- A current 3CX licence
- Install details (extension length, FQDN preference, etc)
- A backup file (if applicable)

What is included?

Leader will install 3CX as per the installation sheet provided when ordering this service.

Configuration includes:

- Installation of 3CX
- Configuration of cloud provider firewall
- Static IP
- Whitelisting of important IP addresses
- Fixes for 000 Emergency calls
- Upload and restore of a backup file

What is not included?

There are some things which are not included in the installation service. These include (but are not limited to):

- 3CX configuration (please see our 3CX pre-configuration service for options)
- Recording of voice prompts
- End-user training
- Set up of end-user access/apps (softphone, mobile apps)
- Configuration of firewall at site
- On-site setup and installation



3CX SBC installation service

Once you request a 3CX SBC installation we will send you a checklist and 3CX SBC installation sheet which must be completed before we can commence the work.

Prerequisites

Requirements for the new install include (but are not limited to):

- A current 3CX instance
- A new device for installation (i.e. a NUC, PC or Server)

What is included?

Leader will install the 3CX SBC onto your new hardware as per the configuration sheet provided when ordering this service.

Configuration includes:

- Installation of 3CX SBC
- Update to latest Debian kernel for newer hardware not supported natively
- Configuration of 3CX SBC in 3CX
- Connection of 3CX SBC to 3CX
- Static IP configuration (if requested)

What is not included?

There are some things which are not included in the installation service. These include (but are not limited to):

- 3CX configuration (please see our 3CX pre-configuration service for options)
- Recording of voice prompts
- End-user training
- Set up of end-user access/apps (softphone, mobile apps)
- Configuration of firewall at site
- On-site setup and installation

Important conditions and limitations of this service

New hardware only

The pre-configuration and installation service is only available for new hardware purchased from Leader.

We are unable to perform pre-configuration for existing handsets or hardware as part of our standard pre-config service.

We are unable to install 3CX or the 3CX SBC on existing hardware as part of our standard 3CX installation service.

Refusal of changes after work has commenced

Once we have started your pre-configuration and/or installation request we reserve the right to refuse any changes to the initial request.

Changes submitted after work commences will be considered on a case-by-case basis. As a general rule, changes to items/devices that have already completed configuration for will not be accepted.

No end-user training or support

This service does not include training for end-users. End-user training is the responsibility of the reseller.

No on-site installation

This service does not include any visit to site to unbox or deploy hardware once configured. On-site deployment is the responsibility of the reseller.

No ongoing service for 3CX

Leader will not provide any ongoing service or maintenance for the 3CX installation. Ongoing service and maintenance is the responsibility of the reseller.

Standard support only

Once pre-configuration and/or installation service has been completed then standard support applies.

For more information please contact Breeze Connect to request a copy of the latest Support Policy.

